

## Health Care Insurance Ombudsman

Age Requirements

18 and over

Available 24/7

No

Family

No

Intake Contact Email

ombudsman@scc.virginia.gov

Intake Process

Visit the website. Call the office

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

State Corporation Commission, Consumers

<https://scc.virginia.gov/pages/consumers>

<https://scc.virginia.gov/search?searchText=ombudsman>

<https://www.facebook.com/VirginiaStateCorporationCommission>

Main

(804) 371-9032

Toll-Free

(877) 310-6560

Tyler Building

1300 East Main Street

23218 VA

United States

Fee Structure

No Fee

Languages Spoken

English

The principal function of the Managed Care Ombudsman is to help Virginia consumers who have health care insurance provided by a Managed Care Health Insurance Plan (MCHIP). The Managed Care Ombudsman will promote and protect the interests of covered persons under MCHIPs in the Commonwealth. A major responsibility of the office involves educating consumers about their rights and how to advocate on their own behalf when they have a problem or concern about a MCHIP.

The Managed Care Ombudsman can assist consumers in understanding and exercising their rights of appeal of adverse decisions made by MCHIPs. In addition, the Managed Care Ombudsman will also conduct consumer outreach efforts so that more Virginians are aware of the Bureau of Insurance, and how the Ombudsman can provide assistance.

Service Area(s)

Statewide

Email

[sccinfo@scc.virginia.gov](mailto:sccinfo@scc.virginia.gov)